

This is a general comment with specific examples. My recent experience with three wireless companies has convinced me that the entire industry is a consumer rip-off. A more uniform oversight of the wireless industry is sorely needed. I canceled an Alltel contract and was hit with a \$200 early-termination fee (subsequently removed) even though I was using the phone number portability option. Also, the way in which Alltel writes their twelve-contracts requires customers to pay thirteen months. SunCom is even worse and makes the process of terminating very expensive by combining a thirty-day notification requirement with an overlapping monthly billing cycle. Verizon added features that I specifically requested NOT to be included. Since I was in a 15-day trial period, those features were removed.

The cell-phone industry has perfected the art of confusing consumers while constructing contracts that are legally binding. These are deliberately deceptive practices directed at enhancing the company bottom line. There outta be a law!!